

# Expanding Online Services

Business and Professions Division



- ✓ Today's Meeting Objectives
- ✓ Walk through current licensee experience
- ✓ Which programs can access current on-line services
- ✓ The short-term vision for expanding on-line services
  - ✓ Phase 1
  - ✓ Phase 2
- ✓ Schools Portal data connected to Solar
- ✓ Funding
- ✓ Advantages
- ✓ Your questions and input

# Today's Meeting Objectives

1. Educate Real Estate Commission and stakeholders about near future plans for on-line services
2. Answer questions and discuss plans
3. Solicit your feedback!



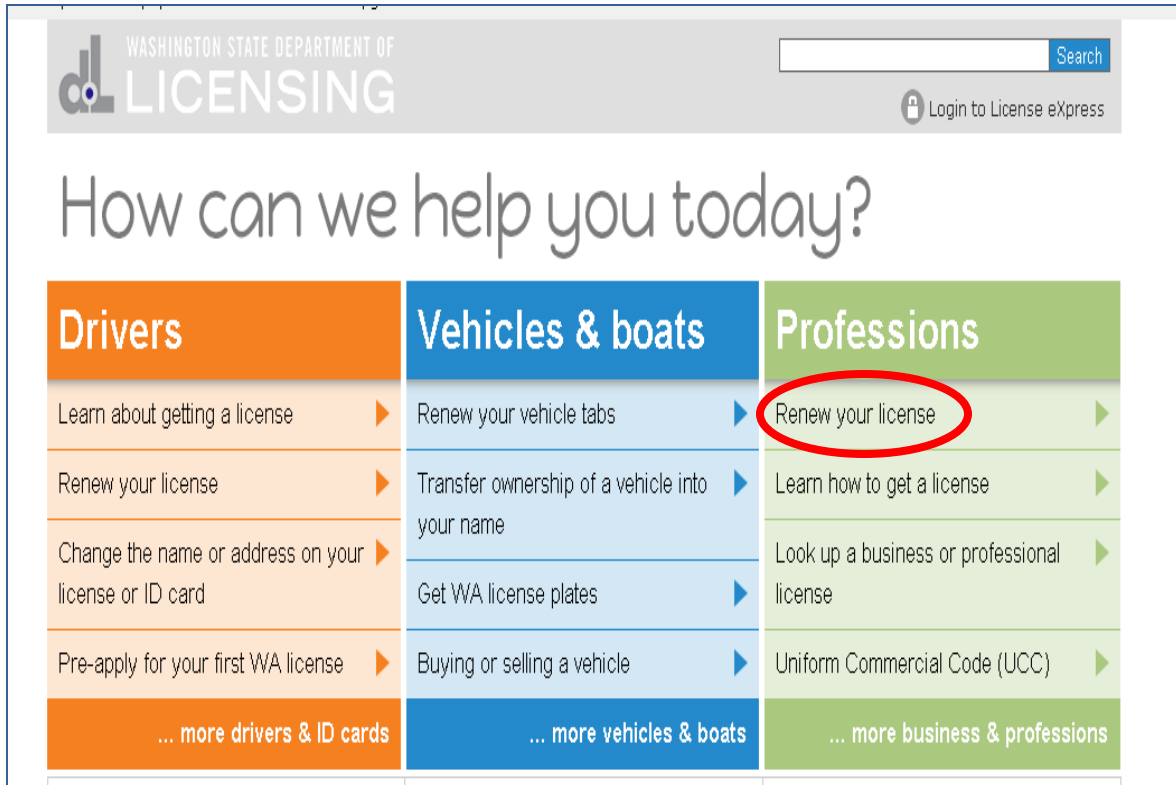
- All professional licensee's receive a paper license renewal notification
- Initial licensing requires a paper submission process. Real Estate licensees send information through the exam vendor who then notifies us when they pass their exam. The licensees activate their licenses manually. There is no on-line initial licensing functionality for any BPD profession
- Licensing renewals require receipt of a password with the paper renewal notification\*. The password is not required for paper renewals but is mandatory to access Solar\*\* on-line license renewals

*\* If a finger print is associated the licensee can not currently renew on-line*

*\*\* **Solar** is DOL's on-line interface for the professional licensing system*

## Step 1:

- Licensees enter Solar through [www.dol.wa.gov](http://www.dol.wa.gov)



The screenshot shows the Washington State Department of Licensing website. At the top, there is a header with the department's logo and name, a search bar, and a "Login to License eXpress" link. Below the header, a large heading asks "How can we help you today?". Underneath, there are three main columns: "Drivers" (orange), "Vehicles & boats" (blue), and "Professions" (green). Each column contains a list of services with right-pointing arrows. In the "Professions" column, the "Renew your license" link is circled in red. At the bottom of each column, there are links to view more options: "... more drivers & ID cards", "... more vehicles & boats", and "... more business & professions".

Drivers	Vehicles & boats	Professions
Learn about getting a license ▶	Renew your vehicle tabs ▶	<b>Renew your license ▶</b>
Renew your license ▶	Transfer ownership of a vehicle into your name ▶	Learn how to get a license ▶
Change the name or address on your license or ID card ▶	Get WA license plates ▶	Look up a business or professional license ▶
Pre-apply for your first WA license ▶	Buying or selling a vehicle ▶	Uniform Commercial Code (UCC) ▶
<a href="#">... more drivers &amp; ID cards</a>	<a href="#">... more vehicles &amp; boats</a>	<a href="#">... more business &amp; professions</a>

## Step 2:

### **Licenses you can renew online or by mail (includes Real Estate professions)**

- [Architects](#)
- [Body piercing and body art](#)
- [Cemeteries](#)
- [Crematories](#)
- [Cosmetologists](#)
- [Embalmers](#)
- [Engineers](#)
- [Funeral directors](#)
- [Funeral establishments](#)
- [Geologists](#)
- [Home inspectors](#)
- [Land surveyors](#)
- [Landscape architects](#)
- [On-site designers and inspectors](#)
- [Permanent cosmetics artists](#)
- **[REAL ESTATE APPRAISERS](#)**
- **[REAL ESTATE BROKERS](#)**
- **[REAL ESTATE MANAGING BROKERS](#)**
- [Sellers of travel](#)
- [Tattoo artists](#)

Programs on this list:

- Renew licenses on-Line
- Cannot initiate license on-line

## Step 2 (cont.):

### **Licenses you can renew only by mail or at an office**

- [Appraisal management companies](#)
- [Auctioneers](#)
- [Bail bonds](#)
- [Boxing](#)
- [Camping resorts](#)
- [Collection agencies](#)
- [Court reporters](#)
- [Driver training schools and instructors](#)
- [Employment agencies and directory services](#)
- [Limousines](#)
- [Martial arts/Combative Sports](#)
- [Notaries public](#)
- [Private investigators](#)
- [Rental cars](#)
- [Security guards](#)
- [Telephone solicitors](#)
- [Timeshares](#)
- [Taxis](#)
- [Vehicle and vessel dealers](#)
- [Vehicle manufacturers](#)
- [Vehicle transport and disposal](#)
- [Whitewater river outfitters](#)
- [Wrestling](#)

Programs on this list:

- Cannot renew license on-line
- Cannot initiate license on-line

# Current Licensing Renewal Process

## Step 3:

CERT/LIC NO.:

*Example*      23201    1234567

Renewal Password:

*Example*    X\$RT    G3RY



**KEEP THIS PORTION FOR YOUR RECORDS**

NEW! RENEW ONLINE, PAY BY CREDIT CARD by going to [www.dol.wa.gov/renew](http://www.dol.wa.gov/renew)

RENEWAL PASSWORD: X\$RT G3RY

PROFESSION: PROFESSIONAL ENGINEER

CERT/LIC NO. 23201    1234567

ENG

SUSAN G. SOLAR  
405 BLACK LAKE BLVD  
OLYMPIA WA 98504

**DUE DATE**

06/17/2004

IF PAID AFTER

06/17/2004

**AMOUNT DUE**

\$116.00

AMOUNT DUE

\$174.00

*Note: Payment options include credit and some debit cards*



**Phase 1:                      Current RFP for FY 2014-15                      \$140,000**

## Focus on System Architecture:

1. Create ability to upload documents and link them to the licensee's file
2. Create shopping cart tool allowing employers to renew several employees' licenses on-line at one time
3. Create ability for licensees to update personal information, including e-mail addresses. This will allow advent of E-mailing on-line renewal notifications
4. Replace annual password process with on-line security questions to simplify access and alleviate the need for password assistance from Business and Profession's Division staff


## Phase 2: 2015-17 biennium

### Expand Program Access and Functional Improvements:

1. Move programs without on-line renewal functionality into Solar
2. Allow Solar to offer initial license application
3. Allow the licensees to transfer between firms On-line
4. Enable programs to use the Schools Portal that feeds education data into Venture licensee accounts\*
5. Add ACH/E-check functionality to Solar
6. Potentially convert Solar language to C#

*\*Functionality is needed to connect Venture education tracking to Solar so that licensees can view their continuing education status (see next page).*

***Most functionality already exists to display exam and continuing education data:  
Venture's "Schools System" already captures education information for Driver  
Training Schools (can be applied to other programs)***

 WASHINGTON STATE DEPARTMENT OF  
**LICENSING**

[Training](#) | [Manage my account and services](#) | [Logout](#)

**LX: Driver Training School**  
Add course completion

Driver information

<b>Name</b>	Byers, Christopher Jay	<b>PIC</b>	BYERS CJ182BL
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Add course completion

School location

Choose

Instructor name

Instructor license #

Course start date

Month

Day

2014

Course end date

Month

Day

2014

Course Completion date

Month

Day

2014

Successful completion?

☒ Yes

☐ No

☐ By checking this checkbox, I certify that the student listed above has successfully completed the course.

Add

Cancel

## Venture can store the uploaded data...

2256 HILL,ROMAN M DRIVER TRAINING INSTRUCTOR HILL\*RM223DR

5431 BEACH DRIVE SW  
SEATTLE, WA 98136

Orig Val Amt NCR Amt Fee

Transaction List

Individual

Val Date Val Item# Val Seq# Val Amt

Birth Date SSN / ITIN Gender Test Rec Driver License Iss Doc Image Fee Adjustment Reason Adj Amt

UBI: 000 - 000 - 000 - 000 - 0000 # of Dup Lic: License Balance 0 New Balance:

License Address AKA Background Check Requirements Refunds Revenue Audits Screen Reports History Complaints

Status: Inactive

CID: 12 / 05 / 2013 FTID: 12 / 05 / 2013 License #: 2256 Reinstatement: / /

Expd: 12 / 05 / 2015 Exam: 12 / 05 / 2018 Qualified By: Transfer: 04 / 07 / 2014 Through:

Relationships Examination Education Endorsements Cont Education Comments

Description: Other Courses Provider: Educational Service District

Start Date: / / End Date: / / Hours: Remove:

Comment: Update List

Start Date	End Date	Course Description	Provider	Hours
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No Continuous Education.

...then link the education data to Solar to display to licensees

- Increase spending authority from BPD programs' fund accounts
- Spends fund balance to benefit licensees, instead of sweeps by the legislature
- Rely only on prioritized fund types for funding Phase 2
- Maximize requested spending authority amount, figure can be reduced at later date
- Package also includes language around improved imaging options. If imaging software (Kofax) is upgraded, additional modules could be purchased to enhance operations

- Improves time to license
- Improves licensee DOL experience and increases customer satisfaction
- Eliminates the need for ‘most’ paper renewal notices for 250,000 licensees, when last assessed BPD was spending over \$150,000 per year on renewal and initial license mailings
- New functionality planned through Lean projects before migrating to Solar
- Smooths BPD’s transition into Business Technology when more on-line functionality pre-exists
- Bridges gap to BPD’s incorporation into Business Technology Modernization
- Allows programs to take advantage of Business Technology functionality as it is developed, “plug and play”
- Reduces manual data entry and related health issues
- Limits use of already overstretched IS resources by contracting out work
- Eases concerns by boards and commissions regarding our ability to be current on technology to benefit licensees

- Questions on existing plans?
- Discuss impact to Real Estate Licensees
- Other important functionality to consider for future On-line enhancements?
- What's next for Decision Package